



Basic Details

Organisation Chain	National Book Trust-India-Dept of Higher Education Head Quarters - NBT		
Tender Reference Number	NBT/Estt./CPP/Manpower staff/2026		
Tender ID	2026_NBT_910853_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Supply
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	R-T-G-S
	3	ECS
	4	NEFT

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/ Technical	.pdf	Tender notice for providing need-based manpower services and Facility Management Services.
2	Finance	.xls	Tender notice for providing need-based manpower services and Facility Management Services.

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00	Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No				

EMD Fee Details

EMD Amount in ₹	42,00,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	National Book Trust, India	EMD Payable At	New Delhi

Work /Item(s)

Title	Tender notice for providing need-based manpower services and Facility Management Services.				
Work Description	1. Providing Manpower Services at NBT, HQ . (New Delhi) , Sahibabad Store, Regional Offices (Mumbai, Kolkata, Bengaluru) and variouS BPC across India. 2.Providing facility management services				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor/Remarks	NA				
Tender Value in ₹	NA	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work(Days)	NA
Location	NBT, India, 5 Institutional Area, Vasant Kunj	Pincode	110070	Pre Bid Meeting Place	NBT, India Head Office.

Pre Bid Meeting Address	NBT, India, 5 Institutional Area, Vasant Kunj, Phase-II New Delhi-110070	Pre Bid Meeting Date	05-Jun-2026 02:00 PM	Bid Opening Place	NBT, India Head Office.
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates			
Publish Date	29-May-2026 06:30 PM	Bid Opening Date	16-Jun-2026 11:30 AM
Document Download / Sale Start Date	29-May-2026 06:30 PM	Document Download / Sale End Date	15-Jun-2026 11:00 AM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	29-May-2026 06:30 PM	Bid Submission End Date	15-Jun-2026 11:00 AM

Tender Documents				
NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	1.Providing Manpower Services at NBT, HQ . (New Delhi) , Sahibabad Store, Regional Offices (Mumbai, Kolkata, Bengaluru) and variouS BPC across India. 2.Providing facility management services at NBT	581.77
Work Item Documents	S.No	Document Type	Document Name	Description
	1	Tender Documents	TenderDocuments.pdf	Tender notice for providing need-based manpower services and Facility Management Services.
	2	Additional Documents	FinancialBid.xls	Technical document.

Tender Inviting Authority	
Name	Joint Director (Admin and Finance)
Address	National Book Trust, India, 5 Institutional Area, Phase-II, Vasant Kunj, New Delhi-110070



राष्ट्रीय पुस्तक न्यास, भारत
NATIONAL BOOK TRUST, INDIA

शिक्षा मंत्रालय, भारत सरकार

Ministry of Education, Govt. of India

5, इंस्टीट्यूशनल एरिया फेस-2, वसंत कुंज, नई दिल्ली-110070

Email: office.nbt@nic.in & ad.estb@nbtindia.gov.in

Web site: www.nbtindia.gov.in

F. No. NBT/Estt./CPP/Manpower staff/2026

Dated: 29.05.2026

NOTICE INVITING TENDER

Subject: **Inviting Bids for providing Need-Based Manpower Services at NBT HQ and its Regional Offices/BPCs and Providing Facility Management Services to NBT – only from Central Govt. / State Government Restricted**

National Book Trust, India (an autonomous body under the Ministry of Education, Govt. of India) invites online bids through the Central Public Procurement (CPP) Portal from Public Sector Undertakings (PSUs) and Autonomous Bodies of the Central or State Government for providing need-based manpower services.

Feature	Details
Nature of Work	1. Providing manpower services at NBT HQ (New Delhi), Regional Offices (Mumbai, Kolkata, Bengaluru), and various BPCs across India. 2. Providing facility management services at NBT HQ.
Estimated Average Work	Rs. 21 Crore Per Year (Rupees twenty-one Crore only)
Duration of Empanelment	Initially for one year, extendable on mutual consent for two more years (annually).
Earnest Money Deposit (EMD)	Rs. 42 Lakh (To be submitted through NEFT/RTGS)
Date of Publishing e-Tender	29.05.2026 (18.30 Hrs.)
Pre-Bid Meeting Date & Time	05.06.2026 (14.00 Hrs.)
Clarification End Date & Time	05.06.2026 (17.00 Hrs.)
Starting Date for Bid Submission	29.05.2026 (18.30 Hrs.)
Last Date for Bid Submission	15.06.2026 (11:00 Hrs.)
Date of Opening Technical Bid	16.06.2026 (11.30 Hrs.)

Eligibility Criteria

- This tender is strictly limited to Public Sector Undertakings (PSUs) and Autonomous Bodies of the Central or State Government.
- Private agencies need not to apply for this specific tender.

General Instructions:

1. Interested parties may download the tender documents free of cost from <https://eprocure.gov.in/eprocure/app>.
2. MANUAL / PHYSICAL BIDS SHALL NOT BE ACCEPTED.
3. Retention of Manpower: The successful bidder shall be required to retain the services of the manpower already deputed at NBT India.
4. Bids must be submitted online only through the CPP Portal.



राष्ट्रीय पुस्तक न्यास, भारत
शिक्षा मंत्रालय, भारत सरकार
NATIONAL BOOK TRUST, INDIA
Ministry of Education, Government of India

5 Institutional Area, Phase-II,
Vasant Kunj, New Delhi – 110 070
Website: www.nbtindia.gov.in, E-mail: ad.estb@nbtindia.gov.in

JOB SPECIFICATIONS AND SCOPE OF WORK: TENDER FOR PROVIDING NEED BASED MANPOWER SERVICES TO NBT (BEING HIRED THROUGH CPP PORTAL)

A. AREA COVERAGE FOR MANPOWER SERVICES

1. NBT, India Head office premises, Regional Offices at Pune, Kolkata, Bengaluru and Book Promotion Center at Agartala, Guwahati, Cuttack, Chennai, Hyderabad, Kochi, Patna, Bhopal, Lucknow and Dehradun

Overview of the Tender

The NBT is seeking to hire a **Placement Agency (specifically from Central/ State Government Public Sector Undertakings or Autonomous Bodies) to provide "need-based manpower."** This means the agency will be responsible for recruiting and managing staff for various roles across NBT's nationwide network.

The contract is extensive, covering the NBT Headquarters and multiple Regional Offices:

- **HQ:** New Delhi
- **Regional Offices:** Pune, Kolkata, Bengaluru
- **Book Promotion Centers (BPCs):** Agartala, Guwahati, Cuttack, Chennai, Hyderabad, Kochi, Patna, Bhopal, Varanasi, Lucknow, and Dehradun.
- **Annual Estimated Expenditure:** Rs.21,00,00,000 (Twenty one Crore only) including taxes.

Contract Duration

- **Initial Period:** One year.
- **Extension:** Potential for **two additional years** (total of 3 years), provided performance is satisfactory and both parties agree to the same terms and conditions.

B. BROAD DETAILS OF SCOPE OF WORK:

All employees of the agency shall be issued with identity cards bearing their photographs. Cost of identity cards and photographs for identity cards shall be borne by the agency itself. The agency shall have the identity card format approved from the Competent Authority of the Trust. The contractor shall issue name badges to all his employees which the employees shall be required to wear while on duty.

The agency shall be responsible for the conduct and behavior of employees. If any employees of the agency are found misbehaving with the staff, the agency shall take suitable action against employees in case of such mishappening. If the Trust finds any person/personnel provided by the Agency not fit for duty, the Agency shall be liable to change him/her promptly and replace without any cost to Trust.

C. Tentative requirement of Manpower Staff along with essential Educational Qualifications and Experiences:

S. No.	Name of the Staff Category	Minimum Qualification and Experience
1.	Software Engineer	<p>Software Engineer Requirements:</p> <ul style="list-style-type: none"> • A bachelor's degree in Computer Science, Software Engineering, or another related field. • 5 to 7 years of software engineering or software development experience, preferably in a related field. • Hands-on programming experience using relevant languages. • Experience using relevant tool suites.
2.	Hardware Engineer	<ul style="list-style-type: none"> a) Bachelor's degree in computer engineering or computer science. b) Minimum of 2 year's experience in a similar role. c) Analytical thinking with good problem-solving abilities. d) Ability to work to a strict deadline. e) Ability to work closely with the software development team.
3.	IT Programmer	<p>1. BCA/ B.Sc in Computers. 2. Minimum 5 years of programming experience in NET technologies using ASP.NET with C#,VB, MSSQL out of which 2 years in MVC model preferably using .NET framework. Preference will be given to full stack developer.</p> <p style="text-align: center;">Or</p> <p>1. B.Tech/B.E. in Computers, MCA, M.Tech in Computers, MS/M.Sc in Computers. 2. Minimum 3 Years of programming experience in .NET technologies using ASP.NET with C#,VB, MSSQL out of which 2 years in MVC model preferably using .NET framework. Preference will be given to full stack developer.</p>
4.	Web Developer	<ul style="list-style-type: none"> • B. Tech./B. E(IT) degree from a recognized institution. • Hand on of 03 years on:- <ul style="list-style-type: none"> (i) Website development (NET and php). (ii) App development (android and ios) (iii) Search engine optimization (iv) Experience in e-commerce set up (website maintenance).
5.	Project Associate (for the E-Books project)	<ul style="list-style-type: none"> • Graduate in Bachelor of Computer Application with 02-03 years of experience in the relevant field. • Diploma in e-publishing
6.	E-Book Assistant	<u>Essential:</u>

		<p>i) Graduate from a recognized university or equivalent.</p> <p>ii) Preference shall be given to Bachelors of Computer Application.</p> <p>iii) Minimum 3 Years' experience of having worked on e-book app/platform.</p>
7.	Admn. Executive	<p>a) Graduate from a recognized university or equivalent and 2 years of specialized administrative support experience of an increasingly responsible nature at a senior level.</p> <p>b) The ability to maintain confidentiality is vital.</p> <p>c) Computer proficient, knowledge of working on MS Office, Excel, & database software etc.</p> <p>d) Excellent communication and writing skills and indepth knowledge of both English and Hindi. Strong interpersonal and organizational skills</p>
8.	PR Assistant	<p>a) Graduation degree from a recognized university or Degree/Diploma in Journalism/Mass Communication</p> <p>b) At least 02 years experience of having worked in a position related to public relations, media coordination, social media etc.</p> <p>c) Experience of having handled successful digital and social media campaigns of various social media platforms for brand advertising and augmentation</p> <p>d) Computer proficient, knowledge of working on MS Office, Photoshop, database software etc.</p> <p>e) Excellent communication and writing skills and indepth knowledge of both English and Hindi.</p> <p>f) Strong interpersonal and organizational skills.</p>
9.	<p><u>Editorial Assistants</u></p> <p>English (Three)</p> <p>Hindi (Four)</p> <p>Punjabi (One)</p> <p>Marathi (One)</p> <p>Nepli (One)</p> <p>Urdu (One)</p> <p>Gujarati (One)</p> <p>Kannada (One)</p> <p>Assamiya (One)</p>	<p><u>ESSENTIAL</u></p> <p>a. A Bachelor's degree from a recognized university.</p> <p>b. Proficiency in the specified language.</p> <p>c. Working knowledge of English & Hindi.</p> <p>d. Editorial level working knowledge in the specified language.</p> <p>e. Three years' work experience with knowledge of proof reading, editing, translation, book assessment writing, content development, booklet layout designing etc.</p> <p>f. Knowledge of working on PageMaker, Excel and other software.</p> <p><u>DESIRABLE</u></p> <p>Master's degree in the specified language.</p>

	<p>Bangla (One)</p> <p>Malayalam (One)</p> <p>Oriya (One)</p> <p>Tamil (One)</p> <p>Telugu (One)</p> <p>Braille Project (one)</p>	
10.	Editorial Assistant (NCCL)	<p><u>ESSENTIAL</u></p> <p>a. Bachelor's degree from a recognized university.</p> <p>b. Proficiency in both English and Hindi languages.</p> <p>c. Two years' work experience with knowledge of proof reading, editing, translation, content generation for magazines, newsletters, etc.</p> <p><u>DESIRABLE</u></p> <p>a. Knowledge of working on In-Design, Photoshop, Canva, MS Excel and other software.</p> <p>b. Experience of journalism and mass communication.</p> <p>c. Experience of having worked with a children's organization, children's publishing house and/or children's magazine.</p> <p><u>Job Description</u></p> <p>a. Work on the children's magazine of NCCL</p> <p>b. Edit / proof-read articles for the magazine</p> <p>c. Generate content</p> <p>d. Assist in organizing for children events and programmes (in NCCL)</p> <p>e. Assist in work on setting up of Reader's Clubs</p>
11.	Business Analyst posts)	<p>a) A Bachelor's degree from a recognised university</p> <p>b) Minimum 1 years' experience in data-analysis.</p> <p>c) Market research and MIS.</p> <p>d) Proficiency in MS Excel</p> <p><u>DESIRABLE</u></p> <p>a) Certificate/ Diploma in Data Analytics. Experience in BUSY Software, E-Commerce back-end sales, inventory management.</p>
12.	Marketing Assistant	<p><u>Essential</u></p> <p>a) A Bachelor's Degree in Marketing Business or related field from a recognized university</p> <p>b) Working knowledge of English, Hindi and Local language.</p>

		<p>c) Three years' experience in Administration or Sales & Marketing.</p> <p>d) Working knowledge of Computer for a variety of task is must.</p> <p><u>Desirable</u></p> <p>MBA/PG Diploma in Marketing, Sales Distribution.</p> <p>Experience in Books Trade Sales.</p>
13.	Marketing Executive for NRO & BPC, Lucknow, Bhopal, Dehradun, Agartala, Guwahati & North-East	<p><u>Essential</u></p> <p>a) A Degree from a recognized university</p> <p>b) Working knowledge of English, Hindi and Local language.</p> <p>c) Three years' experience in Marketing /Sales.</p> <p>d) Working knowledge of Computer is must.</p> <p><u>Desirable</u></p> <p>MBA/PG Diploma in Marketing, Sales Distribution.</p> <p>Experience in Books Trade Sales.</p>
14.	System Analyst/ Programmer	<p><u>Essential:</u></p> <p>i) Master's Degree in Computer Application/ Computer Science or Master of Technology (M. Tech.) with specialization in Computer Application)/Computer Science/ Computer Technology of a recognized university or equivalent.</p> <p>ii) Three years' experience of website & App development (Android & iOS)</p> <p style="text-align: center;">OR</p> <p>i) Bachelor of Engineering (B.E.)/Bachelor of Technology (B. Tech.) in Computer Science or Degree in Electronics/ Electronics and Communication Engineering from recognized University or equivalent.</p> <p>ii) Five (05) year's experience of website & App development (Android & iOS)</p> <p>To look after the e-Books project.</p>
15.	Event Executive	<p>i) Post-Graduate degree in any discipline from a recognized university.</p> <p>ii) Diploma in Computer Application</p> <p>iii) Work experience of 10 years in a reputed book publishing organisation or a recognised exhibition company.</p>

		<p>iv) Experience of having handled exhibitions on-site, and coordination with various vendors/fabricators for an exhibition set-up, managing logistics, etc.</p> <p>v) Knowledge and experience of international exhibitions and the related work from exhibitor's side.</p> <p>vi) Having managed database, contact list of exhibitors/participants in an exhibition.</p> <p>vii) Having experience of managing an exhibition website, uploading data, managing backend admn. Panel, etc.</p> <p>viii) Good communication skills.</p>
16.	Sr. Event Executive for BPC, Deharadun	<p>i) Graduate degree from a recognized university.</p> <p>ii) Work experience – Adequate number of years of experience in event management, public relations, media, HNI sales/Govt. relations with proven track record of dealing with senior Govt. officials. Experience in publishing sector will be preferred.</p> <p><u>Desirable:</u></p> <p>Post-Graduate degree/diploma in Marketing/Advertising/Event Management/Mass Communication</p>
17.	Executive Coordinator	<p><u>Essential:</u></p> <p>i) Graduate from a recognized university or equivalent.</p> <p>ii) Certificate Course in DTP.</p> <p><u>Desirable</u></p> <p>3 Years as Office Co-ordinator in a Large Set-up. Experience of working on Book/ Thematic Exhibitions/ Coordination.</p>
18.	Social Media Executive	<p>Bachelor's degree from a recognized university.</p> <p>-Post Graduate degree/diploma in Mass Communication /Journalism.</p> <p><u>Experience:</u></p> <ul style="list-style-type: none"> - At least 4 years proven experience of working on social media platforms such as Facebook, Twitter, Instagram, LinkedIn, and Pinterest. - Proven experience of using social media for large scale campaigns. - Excellent verbal and written communication. - Proven record of media coordination for promotion and publicity.

19.	Programme Officer for BPC, Bhopal Lucknow Dehradun	<p>a) Graduation from a recognized University. b) Fluency in Hindi, Working knowledge of English. c) Three years' experience in organizing events/ managing projects related to books, schools/ education. d) Working knowledge of computer is must.</p> <p><u>Desirable</u></p> <p>a) Post-graduation/ MBA (Marketing) b) One year experience in sales and marketing of books in an organization of repute or a Publishing House. a) Person has own conveyance.</p>
	Prog. Officer for BPC, Guwahati	<p>a) A good Bachelor or Master degree preferably in Science, Commerce, Arts or Social Science with Assamese as one of the languages at School and Graduation Level. b) Minimum Five years experience in coordination work in a reputed Firm/Organization at National or International level or in a Publishing House in editorial, publishing or marketing of books. c) Good oral and writing communication skills in English, Hindi and Assamese. d) Working knowledge of Computer Applications.</p>
20.	RM (SRO)	<p><u>Eligibility-</u></p> <p>a) A Bachelor's degree from a recognised university. b) Minimum 10 years' experience in Sales & Marketing in a Managerial position in a reputed publishing house of the public sector or private sector. c) Proficiency in English and Hindi and in at least one of the major Indian language.</p> <p>Desirable- MBA</p>
21.	Store Supervisor Sahibabad Store	<p><u>Essential</u></p> <p>a) A degree from a recognized university. b) Three year experience in Inventory Management /Supervision of store. c) Good Communication skill with knowledge of Noting and Drafting. d) Working knowledge of Computer. e) Supervision of Labour/ Housekeeping/Security Staff.</p>
22.	Store Manager , Main Store, Delhi and CWC, Sahibabad	<p>a) A degree from a recognized university. b) Five year experience of Supervisor/Coordinator in an organization dealing with Production supply. c) Good Communication skill with knowledge of Noting and Drafting. d) Working knowledge of Computer and Inventory.</p> <p><u>Desirable:</u></p> <p>Preference will be given MBA Diploma from a recognized university</p>

23.	Store Coordinator	<p>a) A degree from a recognized university.</p> <p>b) Five year experience in Sales and Marketing in a reputed publishing house of Public/ Private sector.</p> <p>c) Good Communication skill with knowledge of Noting and Drafting.</p> <p>d) Working knowledge of Computer.</p> <p>e) Supervision of Book Shop Staff.</p>
24.	Event Manager	<p><u>Essential</u></p> <p>Graduation degree from a recognized university.</p> <p>Work Experience – Adequate number of years of experience in event management, public relations, media, HNI sales/ Govt. relations with proven track record of dealing with senior Govt. officials. Experience in publishing sector will be preferred.</p> <p><u>Desirable:</u></p> <p>Post Graduate Degree/Diploma in Marketing/Advertising/Event Management/Mass Communication.</p>
25.	Public Relation Officer	<p><u>Essential</u></p> <p>a) Graduation degree fromn a recognized university.</p> <p>b) 3 years Experience Media or, public relations. Experience with PR campaigns and media, management.</p> <p>c) Excellent writing, oral presentation and communication skills.</p> <p><u>Desirable:</u></p> <p>Post Graduate Degree/Diploma in Marketing/Advertising/Event Management/Mass Communication.</p>
26.	Production Assistant	<p><u>Essential</u></p> <p>a) Matriculation pass or equivalent with three years. Diploma for Printing Technology from a recognized institute</p> <p style="text-align: center;">or</p> <p>A degree from a recognized university with two years Post graduate diploma in Book publishing with specialization in book production.</p> <p>b) Three years practical experience in production of books in a press/ publishing house of repute.</p> <p><u>Desirable</u></p> <p>Knowledge of typography and layout.</p>

27.	Consultant (Estt.)	<p>Persons retired from the post of Deputy Secretary/Under Secretary/(Deputy Director)/ Section Officer or equivalent.</p> <p>Age: Below 65 years (in very deserving case the age factor may be extended with the approval of the Competent Authority).</p> <p>Experience Administrative Matter, MACP, APAR, Pay fixation, Pensioner's Retirement benefit, Recruitment, Vigilance/ RTI and Court Cases of the Deptt./ Org. any other work which may be assigned by the Competent Authority.</p>
28.	Creative Associate	<p><u>Essential</u></p> <p>Bachelor degree</p> <p><u>Skill requirement</u></p> <p>Video Editing and Graphic designing alongwith training in similar field.</p> <p>Minimum two years' experience.</p>
29.	Business Development	<p>a) A degree from a recognized university.</p> <p>b) Three years' experience – In rural development/social welfare/sales/marketing/business development/govt. relations.</p> <p>c) Good Communication skill with knowledge of Noting and Drafting.</p> <p>d) Working knowledge of Computer.</p> <p><u>Desirable</u></p> <p>Master in Social work/ MBA</p>
30.	Accountants Royalty-2 Accounts -02	<p>a) A Commerce degree from a recognised university.</p> <p>b) 3 Years' experience in accounts/ book keeping in public sector organizations or private sector organizations of repute.</p> <p>c) Knowledge & Work experience in Tally or other accounting software.</p> <p>d) Knowledge of Govt. Financial Rules, GST & Tax Compliance</p>
31.	Artist 01 Art Cell and 01 Exh. Section	<p><u>ELIGIBILITY- ESSENTIAL:</u></p> <p>a) A Bachelor's Degree from a recognised university</p> <p>b) Four/Five years Diploma/degree in commercial/Applied Art from a recognized institute.</p> <p>c) Experience in book designing, illustration printing and photography.</p>
32.	Jr. Artist	<u>ELIGIBILITY- ESSENTIAL:</u>

		<p>a) Matriculation Pass with minimum One year Certificate Course in Commercial/Applied Art from a recognized institution.</p> <p>b) 3 Years' experience of Commercial/Applied Art in an Advertising Agency/Publishing House/ Public Sector Organization with knowledge of Layout, Design, Final Art work, Calligraphy, Cutting-Pasting, Page Making etc.</p> <p><u>DESIRABLE:</u> Experience of Dark Room</p>
33.	Book Shop Assistant- 02 SRO, Bangalore and 02 BPC, Kochi	<p>a) A Degree from a recognized University.</p> <p>b) Working Knowledge of English and Hindi.</p> <p>c) 03 years experience in book selling.</p>
34.	Hindi Rajbhasha Adhikari	<p>(i) Master's Degree of a recognized University in Hindi/English with English/Hindi as a compulsory/elective subject or as medium of examination at the Degree level.</p> <p style="text-align: center;">OR</p> <p>Master's Degree of a recognized University in Hindi/English) with Hindi and English as Compulsory/Elective subject or either of the two as medium of examination and the other as a compulsory/Elective Subject or as the medium of examination at the Degree level.</p> <p>(ii) Experience:- Three years' experience of using/applying terminology work in Hindi and translator work from English to Hindi or vice versa, under Central/State Govt./ Autonomous Body/ Statutory organizations/PSU/Universities Educational Institutions.</p> <p style="text-align: center;">OR</p> <p>Three years' experience of teaching in Hindi and English or research in Hindi or English Govt./Autonomous Body/ Statutory organizations/ PSU/Universities Educational Institutions.</p> <p><u>Desirable Qualifications:-</u> Studied one of the languages other than Hindi included in the 8th schedule of the Constitution at 10th level from a recognized Board.</p>
35.	Consultant (Finance)	<p><u>Essential</u></p> <p>I. A Bachelor's degree in Commerce from a recognized university.</p> <p>II. Professional Qualifications: Member of ICAI or ICWAI of Chartered Accountant/ Cost Accountant/</p> <p style="text-align: center;">OR</p> <p>III. Having passed SAS/ Equivalent examination of organised Accounts Cadre of Central/ State Government.</p> <p>IV. Three years experience in Finance, Accounts auditing work and Budget related Matters on</p>

		<p>supervisory level out of which 3 years should be in any PSU/ Govt. Organization.</p> <p>V. Officers with experience of handling matters relating to Audit/ Accounts/Financial/ Law etc. will be preferred.</p> <p><u>Desirable</u> Knowledge & Work experience in Tally or other accounting software.</p> <p>Knowledge of GST & Tax Compliances.</p>
36.	Young Professional	Essential Qualifications /Experience, As per Niti Aayog Guidelines
37.	Creative Graphic Artist/Video Editor	<p><u>Essential Qualifications / Experience:</u></p> <ol style="list-style-type: none"> Bachelor's degree in any discipline. Two (2+) years' of professional experience of creating videos/molten graphics under fast turnarounds Proficiency in Adobe Premiere, After Effects, Illustrator, Photoshop, Colour Grading. Experience using Microsoft Office (Excel, Word, and Power Point) and Outlook. Good communication and presentation skills, verbal and written, in both Individual and group situations for the purpose of knowledge transfer and skill development Be a creative problem solver. Be able to maintain a positive attitude within a fast-paced environment. Research, discover and implement new tools, technologies and industry best practices to maximize efficiency. Demo/show reel is must <p><u>Desirable Qualifications</u></p> <ol style="list-style-type: none"> Degree in Broadcast, Animation, Design, Media or Artistic related field. Computer technology experience with ability to administrate editing systems. Attention to deta H and a relentless desire for innovation. understanding of the video production process, equipment, technology and roles. <p>Ability to ensure quality control and consistency on project.</p>
38.	Type Setter/Graphic	<p>Associate's or bachelor's degree in graphic arts, communications, or design</p> <p>Ability to communicate, attention to detail, and strong sense of design</p> <p>Working knowledge of Typesetting publication materials such as books, magazines, brochures, or newsletters.</p> <p>Two years working experience in the relevant field.</p>
39.	Programme Assistant	<ol style="list-style-type: none"> A degree from a recognized university. Three years' experience in coordinating events

	Cuttack Chennai Hyderabad	connected to books, art, culture and/or sale and marketing of books in an organization of repute or a publishing house. c) Working knowledge of computer is must. d) Preference will be given to person who has own conveyance. e) Working knowledge of Tamil, English & Hindi
40.	Facility Manager (Skilled)	Preferably B.Tech. (Mechanical) and Complete training or Certified course in MEP or Diploma in Electrical Engineering from a government recognized institute with at least 5 years experience in a reputed organization. Having sound knowledge of maintenance and operation of DG sets (Cummins/1050KVA), UPS, Transformers (Kirloskar), Main LT Panels, ACB/VCB, Pumps (50 HP), Motors, Telephones and other electrical items and works with knowledge of English, Hindi and computer.
41.	Engineer (Electrical)	Degree/ Diploma in Electrical Engineering from government recognized institute with a minimum 5 years experience in a reputed organization.
42.	Engineer(Civil)	Degree/ Diploma in Civil Engineering from government recognized institute with a minimum 5 years experience in a reputed organization.

43.	Consultant (Social Media)	Bachelor's degree in Marketing, Business, or similar Post Graduate degree/diploma in Mass Communication /Journalism. Proven track record of successful social media work. Thorough understanding of all social media platform. Excellent content creation skill Deep Knowledge of social media analytics. Strong project management knowledge and skills.	
44.	Digital Marketing Executive	a) A degree from a recognized university. Or Degree/Diploma in Digital Marketing/ Marketing/ mass communication. b) At least 3 years experience of having worked in a position related to digital marketing, media coordination, social media etc. Eligibility 1.Experience of having handled successful digital and social media platforms for brand advertising and augmentation. 2. Experience in Social Media content creation, social community management, SEO, SEM, Google Ads, Marketing Analytics.	
45.	Executive Sales (Graduate and above) Skilled	Should possess a Bachelor's Degree from a recognized university, should be fluent in English and Hindi, and should have at least 2 years' experience in sales and marketing of books, having good working knowledge of Computer.	The personnel shall be required to perform field duty within as well as outside Delhi
46.	Executive Assistants (Graduate and above) Skilled	f) A degree from a recognized university. g) One year certificate in Computer Applications. h) Data Entry Operations (8000 Key depression per hour).	Age : 18 -30 As per minimum wages Act Rs.24,356/- alowngwith (E.S.I.+EPF+ Leave facility) Cash in hand per month Rs.21,251/-
47.	Secretarial Assistant (Sr Secondary and above) Skilled)	Graduate in any stream with shorthand and typing speed of 80wpm/40 wpm in English. The incumbent should have good knowledge of computer.	
48.	Desk Assistant (Graduate and	a) A degree from a recognized	

	above) Skilled	university. b) Training in the operation of EPBAX from a recognized university/department/institute. c) Fluency in Hindi and English. d) Clear voice and pronunciation and pleasing personality.	
49.	Clerical Assistant (Secondary but not graduate) Skilled (IInd Category)	Senior Secondary with minimum typing speed of 30 wpm in English. Due weight age will be given to those who can type both in English and in Hindi. Should possess working knowledge of computer.	
50.	Bus Operator/ Driver (Heavy duty) Skilled	a) Should possess HTV valid Heavy Driving License without any disability and with full validity to drive such heavy vehicles. b) Minimum 3 years' experience in driving heavy vehicles for long distance. c) Class Xth Pass	
51.	Helper (Bus operator) Semi-Skilled	Class Xth Pass	Personnel may also have to go on tour with the Exhibition vans to various parts of the country
52.	Packer Semi Skilled	Non Matriculate	
53.	Helper/Peon Unskilled	Class VIII Pass	
54.	Labour Unskilled	Class VIII Pass	

Note:

- NBT reserves the right to increase or decrease (up to NIL for any specific job) the above Facility Management staff strength.
- Fixed wages will be paid at sl.no.1 to 44.and EPF, ESIC etc. are not applicable for them.
- All the Bidders applying through CPP **Portal** for providing the need-based manpower services to NBT, India is hereby informed that whom so ever will be selected for the said services shall have to retain the services of the manpower already deputed at NBT, Office.
- Educational qualifications & experience criteria and remuneration of fixed salary may be changed as per requirement of NBT, Office.
- Service Charge amount should not be less than TDS including GST TDS amount as per applicable rates.



राष्ट्रीय पुस्तक न्यास, भारत
शिक्षा मंत्रालय, भारत सरकार
NATIONAL BOOK TRUST, INDIA
Ministry of Education, Government of India

**5 Institutional Area, Phase-II,
Vasant Kunj, New Delhi – 110 070
Tel.: 011-26707873/798**

Website: www.nbtindia.gov.in, E-mail: ad.estb@nbtindia.gov.in

**E-TENDER: TERMS AND CONDITIONS SPECIFIC TO THE CONTRACT FOR
PROVIDING MANPOWER SERVICES AT NATIONAL BOOK TRUST, INDIA**

1. The personnel provided shall be the employees of the Contractor Agency and all statutory liabilities will be paid by the contractor such as ESI, EPF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the NBT and if any change is required on part of the NBT fresh list of staff shall be made available by the agency after each and every change. The agency to employ adult and skilled/trained labour only.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by them for jobs. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the NBT and to the Labour Department.
3. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. Giving particulars of the workers engaged for NBT jobs is required to be submitted to NBT. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time NBT is entitled to recover the equal amount from any bill due or accrue to the Contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for NBT.
4. Payment to the service provider would be strictly on satisfactory certification by the officer concerned of NBT.
5. Any payment i.e. salary, advances etc. to the Manpower Personnel shall be through account payee cheque, online mode only. Cash payment to any Manpower Personnel is not allowed.

6. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of NBT. They will have to register their attendance on the bio-metric machine installed at the reception both on entry and exit. While raising the bill, the deployment particulars of the personnel engaged during each month, should be shown. In case in any day of the month number of persons actually deployed found to be less than the one quoted by the Contractor, the amount equivalent to his wages as per basic minimum wage would be deducted from his bill. All the persons deployed will be required to provide their Aadhar numbers for identification and bio metric attendance.
7. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
8. The Agency shall ensure that the personnel deployed are medically fit . A certificate of their medical fitness is to be provided when called for or at the time of joining.
9. Contractor and its staff shall take proper and reasonable precautions to prevent from loss, destruction, waste or misuse the areas of responsibility given to them by the NBT and shall not knowingly lend to any person or company any of the effects of the NBT under its control.
10. The staff shall not accept any gratitude or reward in any shape.
11. Under the terms of their employment agreement with the Contractor the staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
12. That in the event of any loss occasioned to NBT, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the NBT, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Head of the NBT will be final and binding on the agency.
13. The NBT shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the NBT.
14. The contractor shall be responsible to maintain all property and equipment of the NBT entrusted to it.
15. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/guest/visitors and should project an image of utmost discipline. NBT shall have right to have any person moved in case of staff complaints or as decided by representative of NBT if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
16. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel provided by the contractor and based on the documentary proof jointly signed by the representative of the NBT and the contractor/their representative/personnel authorized by them stating that all the work agreed to by the contractor for daily weekly and monthly task as per specification of work detailed in the scope of work. In case any deficiency is found, relevant payment would be deducted from the payment for the month.
17. Any damage or loss caused by contractor's persons to NBT in whatever form would be recovered from the contractor.
18. In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied

and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the NBT system immediately.

19. The contractor shall ensure that their personnel shall not at any time, without the consent of the NBT in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the NBT and shall not disclose any information about the affairs of NBT. This clause does not apply to the information, which becomes public knowledge.
20. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
21. Bidder shall ensure that the insurance against any casualty with outsourced employees has taken and the cost of the insurance shall be borne by the contractor only. In case of any tragedy or casualty with the outsourced employee, the bidder/vender shall be responsible to pay the claim, if any of nominee of the outsourced employee.
22. The contractor shall deploy their personnel only after obtaining NBT approval duly submitting curriculum vitae (CV) of these personnel, if required followed by personnel interaction on job trial NBT shall be informed at least one week in advance and contractor shall be required to obtain the NBT's approval for all such changes along with their CVs.
23. The contract period of 12 months from the date of the commencement of the service. On Satisfactory Performance and mutual consent job can be extended for two more years on the same terms & conditions.
24. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices and/or causing any loss of revenue to the NBT shall be entitled to terminate the contract forth with duly forfeiting the contractor's Performance Guarantee.
25. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the NBT, such money shall be deemed to be payable by the contractor to the NBT within seven days. NBT shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
26. The contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner.

27. The contracting agency shall not employ any person below the age of 18 yrs. Manpower so engaged shall be trained for providing Manpower services and before joining.
28. The persons to be provided by the contractor will be selected by the Selection committee through interview, whenever required. After selection, his performance will be reviewed after 15 days and then only he will be confirmed to work with NBT through contractor on contract basis. All services shall be performed by persons, qualified and skilled in performing such services as per the eligibility criteria. The contractor shall deploy his personnel only after obtaining NBT approval duly submitting curriculum vitae (CV) of these personnel, NBT shall be informed at least one week in advance and contractor shall be required to obtain the NBT's approval for all such changes along with their CVs. Hiring of contractual employee through contractor will be done through interview by the NBT approved committee.
29. The persons provided by the Agency should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to NBT. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The service provider shall withdraw workers who are not found suitable by the NBT for any reasons immediately on receipt of such requests. **The pre/past police verification of antecedents of every employee to be submitted to our office within 30 days of getting contract/joining.**
30. The service provider has to mandatory provide monthly pay slips to be issued to every contractual employees disclosing gross payment, deduction amount EPF/ESI etc. & net payment.
31. The service provider should issue ESI Card and EPF number in favour of every contractual employees within two months after award of job. EPF statements i.e. EPF employee's contribution and employer contribution statement to be issued to every contractual employee in every six months, apart from online report of EPFO.
32. In case of Resignation contractual employee will be required to give an advance notice of 30 days, failing which 15 days salary would be recovered. No leave of any kind will be given during the notice period of resignation. The appointment may be terminated at any time with 24 hours' notice if any staff member is found guilty of indiscipline, misconduct, or acting against the interests of the organization, as determined by the Competent Authority.
33. Fidelity Guarantee Insurance Bond: This insurance protects NBT against losses resulting from the fraudulent or dishonest acts of staff (misappropriation of money or property). Fidelity Guarantee Insurance Bond shall in favour of NBT against manpower staff dealing with cash and deputed for either tour, exhibition, mobile exhibition, children's activities and other sales promotion work. It shall Protect against any fraudulent or dishonest acts. The Fidelity Guarantee, Insurance covers the loss of money or other property belonging which are legally responsible for as a direct result of their action).

Responsibility of manpower agency

- Provider: The manpower agency is responsible for providing the Fidelity Guarantee Insurance Bond

- Failure to Deposit: If the manpower agency fails to deposit the bond in time, they will be held responsible for any type of mishappening
- Cost Recovery: All costs resulting from the mishap will be recovered by the manpower agency.

No Separate payment will be made for the cost of Fidelity Guarantee Insurance Bond, it should be inclusive in-service charge which shall be made active during the full period of contract.

34. Payment of salary, OTA allowances & others by Bank mode only.
35. The service provider shall engage necessary persons as required by NBT from time to time. The said persons engaged would be paid salary every month by the service provider. There is no master & servant relationship between the workers of the service provider and NBT and further that the said persons of the service provider shall not claim any absorption in NBT.
36. No charges/replacement and addition shall be done without the approval of the Competent Authority of NBT. The decision of NBT in this regard shall be final & binding on the contractor.
37. The service provider's personnel shall not claim any benefit/compensation absorption/regularization of services from/ in NBT under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act. 1970. Undertaking from the persons to this effect shall be required to be submitted by the service provider to NBT within a week of getting the contract.
38. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements administrative/organizational matters which they came across during *performance of their officials' duties in NBT*.
39. The service provider's personnel working should be polite, cordial, positive and efficient while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
40. NBT may require the service provider to remove from the site of work, any persons or person, provided by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such instructions. The service provider shall replace immediately any of its personnel, if they are unacceptable to NBT because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct.
41. The service provider has to provide the Photo Identity Cards to the persons provided by him/her for carrying out the work. These cards are to be constantly displayed all the time while on duty.
42. The service provider shall ensure proper conduct of its personnel in office premises and enforce prohibition of consumption of alcoholic drinks, tobacco paan, smoking, loitering without work etc.
43. The transportation, food, medical and other statutory requirements in respect

of each personnel of the service provider will be the responsibility of the service provider.

44. NBT reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of NBT' section.
45. - **Standard Working Hours:** The normal working hours are from **9:00 a.m. to 5:30 p.m.** on working days. This schedule includes a **30-minute lunch break**.
- **Weekend and Holiday Work:** NBT offices (Headquarters, Regional Offices, and BPCs) normally operate on a **5-day week** (Monday to Friday). However, in cases of work exigencies, personnel may be required to work late or attend office on Saturdays, Sundays, and Gazetted Holidays.
- **Compensation for Extra Hours:** If a staff member is required to work on a weekend or holiday due to special requirements, they will be eligible for:
• **Overtime Allowance (OTA):** Paid as per the notified rates.
• **Compensatory Leave:** This may be granted in lieu of extra work, subject to the prior **approval of the Competent Authority**.
46. Agency may kindly note that for personnel employed under the Minimum Wages Act,/Fixed salary basis all payments and billing will be processed on the basis of a 22-working-day month. To ensure uniformity and compliance with current Ministry practices, the salary calculation shall strictly follow the formula where the Daily Rate is equal to the Monthly Salary divided by 22. This standardized rate will be the sole basis for financial bidding, monthly invoicing, and any pro-rata deductions for absences.
47. As per the Delhi Shops and Establishment Act 1954 in compliance with Labour Law Leave facilities (Casual Leave-6 /Sick Leave – 6 & Earned Leave-15) agency (the service provider) will be wholly and exclusively responsible to compliance this. Exemption if any may be supported by certificate issued by labour commission/ department.

The leave entitlement for employees engaged on a **fixed remuneration/salary basis** shall be regulated as per the following norms:

Casual (CL): 08 days per calendar year.

Medical Leave (ML): 10 days per calendar year.

Proportional Entitlement: The above leave benefits shall be granted on a **proportionate basis** (pro-rata). For employees joining or leaving during the middle of a calendar year, the leave shall be calculated based on the number of completed months of service.

48. That the agency will be wholly and exclusively responsible for payment of wages of the persons engaged by it in compliance of all the statutory obligations under all related legislation as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, Bonus Act. and NBT shall not incur any liability for any expenditure whatsoever on the persons engaged by the agency on account of any obligation/violation. The agency will be required to provide deposit challan particular of EPF, ESIC etc. of previous months exclusively for person deputed in NBT , of its workers engaged in the Department while raising monthly bill. The service provider shall make payment of Bonus to all personnel engaged through placement agency on or before 30 October of every year. Failure to pay bonus on time can lead to a fine of Rs. 5,000/- per day.
49. The agency should immune NBT from any dispute arising from compliance of Labour Law in force. It is the sole responsibility of the agency for compliance of same.

50. The service provider will submit the bill in triplicate in respect of a particular month in the first week of the following month. The payment will be released by the last date of the month after deduction of taxes deductible at source under the laws in force. The service provider will release salary to manpower staff before 7 of every month. Failure to pay salary on time can lead to a fine of Rs. 5,000/- per day.
51. The service provider shall engage its official in first week of every month to resolve the salary issues/ other unforeseen issues at Trust's premises
52. Service Provider shall be comply to pay monthly wages upto 2 months from its own resources in case in delay in payment by NBT due to unavoidable circumstances.
53. Payment to the service provider would be strictly on certification by the officer, with whom a worker attached that his/her services were satisfactory and attendance, as per the bill preferred by the service provider.
54. No wages or remuneration will be disbursed to any staff member for periods of unauthorized absence from duty..
55. The service provider will provide the required personnel for a shorter period also in case of any exigencies as per the requirement of NBT.
56. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
57. The service provider shall be contactable at all times and message sent by phone/email/special messenger from NBT to the service provider shall be acknowledged immediately on receipt on the same day. The service provider shall strictly adhere to the instructions issued by the NBT in fulfillment of the contract from time to time.
58. NBT shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
59. That the agency on its part and through its own resources shall ensure that the goods material, and equipment etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. if NBT suffers any loss or damage on.
60. Account of negligence, default or theft on the part of the workers of the agency then the agency shall be liable to indemnify to the NBT against such loss or damage.
61. The service provide will also ensure that the personnel deployed are physically, mentally and medically fit and will keep in record a certificate of their medical fitness.
62. Agency shall be responsible for issuing experience certificate to manpower, as and when required, NBT shall not be responsible for issuing any such documents to the outsourced manpower.
63. NBT will maintain an attendance register & biometric attendance in respect of the staff deployed by the agency on the basis of which the wages/remuneration will be decided in respect of the staff atthe approved rates. Payment will be strictly as per biometric attendance only.
64. The agreement will be valid for a period of 1 year commencing from the date of award of contract and shall be continue to be in force in the same manner, unless terminated in writing. The contract agreement may be extendable as per the

requirement subject to satisfactory performance of the agency and as such amendment as mutually agreed to maximum for a period of 3 years. However, if the performance of the agency is not satisfactory or in case of any complaint/deficiency in the services NBT reserve the right to terminate the contract/agreement immediately without serving any notice.

65. In case an agency gets the contract for providing manpower outside the city of its registration, the Agency would get its self-registered with EPF and ESIC of the concerned state and submit its copy of registration within one month of award of contract.
66. The personnel may also be required to perform outstation duties. Rates of Daily Allowance for outstation tours shall be at par with the corresponding category of regular employees at the minimum pay level.
67. The Trust works for five days in a week. Hence, rates under the Minimum Wages Act should be quoted accordingly in the prescribed form. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the NBT may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the NBT from the contractor.
68. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the NBT, such money shall be required to be payable by the contractor to the NBT within seven days. NBT shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
69. All liabilities arising out of accident or death while on duty shall be solely borne by the contractor.
70. Any liability arising out of any litigation including those in Consumer Courts due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines.
71. The staff engaged by the contractor shall not take part in any staff union and association activities.
72. NBT shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. NBT does not recognize any employee employer relationship with any of the workers of the contractor.
73. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the contract, it shall be recovered by the NBT from the agency.
74. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by NBT.
75. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
76. No Registration Fee/ Commission from any person shall be charged by the contractor for

offering job in NBT, India. All these Registration Fee/ Commission shall be inclusive in the Service Charges to be offered by the Contractor in the Financial Bid.

77. If the Contractor found to irregularities of the above points, shall be liable for legal action including blacklisting.
78. NSIC (MSME Act): All the provisions of the MSME Act shall be applied for this Bidding.
79. If the Contractor found to irregularities of the above points, shall be liable for legal action including blacklisting.
80. The Director, NBT reserved the right to accept or reject any or all the Tender without assigning any reason whatsoever.

In case, any genuine shortcoming/complaint is received/noticed in the tender documents at any stage, the Competent Authority of NBT shall have full right to issue corrigendum rectifying all such shortcomings at later stage.

NBT, India reserves the right to ask for any document even after opening of technical bid for clarification, if any, from any bidder in the interest of successful completion of tendering process without any prejudice.

NBT, India reserves the right to modify/incorporate/any term & condition of the tender if circumstances warrant so at later stage by adopting uniform/judicious approach with all the bidders.

81. The Contractor should have August Annual Turnover of **Rs.5 Crore** during the last Financial Year . Copy of Audited balance sheet of said period may be provided. Turnover certified by CA or Audited and Financial statement of last 3 years to support the claim.
82. **Performance Security**
The bidder would have to submit the Performance Security to the value of **3% of contract value** (refundable) in the form of Demand Draft in favour of **National Book Trust, India payable at New Delhi** within 10 days from the day of issue of work order. The Performance Guarantee could be forfeited by the NBT in the event of any breach or negligence or non-observance of any condition of contract by the agency.

83. Security Deposit • EMD Amount **Rs.42.00 Lakh** of successful bidders shall be adjusted in Security deposit. The Security Deposit can be forfeited by the of the Director, NBT any time, on the recommendations of the committee in the event of any breach or non - observance of any of the conditions of the contract. On the expiry of the contract, such portion of the said security as may be considered by the Director, NBT sufficient to cover an incorrect or excess payment made on the bills of the manufacturer, shall be retained by the NBT until the final settlement is made on the account of the bills.

The security deposit shall be released by the NBT only after successful completion of the contract of the contract period.

84. **Earnest Money (EMD) of Rs.42.00 Lakh must be submitted/deposited to NBT. EMD is mandatory to examine the Bid on CPP Portal.** The EMD shall be paid in the form of Demand Draft/ Banker Cheque from a nationalized bank/Scheduled commercial bank in favour **of National Book Trust, India** payable at New Delhi. Any Bid without requisite EMD shall be deemed to be invalid and will be rejected by the Trust. EMD amount may also be deposited directly in NBT Bank Account as per following Bank Details: -

Account Name	: National Book Trust India
Account No.	: 3159101000021
IFS Code	: CNRB0003159
Bank & Branch	: Canara Bank, Vasant Kunj, New Delhi

The EMD shall be forfeited:

- If the bidder withdraws his bid during the period of bid validity.
- In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

It is mandatory to upload the copy of EMD Demand Draft/ Banker Cheque OR NEFT/UPI receipt on CPP Portal along with other technical documents.

Earnest Money Deposit (EMD) of unsuccessful Bidders

- Earnest money of the unsuccessful tenderers shall be refunded.
 - No interest shall be paid on Earnest money to the unsuccessful tenderers.
85. MSEs registered under MSME/Udyam or with NSIC are exempted from EMD on submission of valid registration certificate.
86. The bid submitted by the Tenderers shall be valid for a minimum period of 90 days computed from the date of opening of Bid.
87. Other Terms & Conditions

NBT reserves the right to increase or decrease the Manpower staff strength.
Minimum wages: Subject to revision as notified by the Government from time to time.

EPF, ESIC, & GST will be paid as par applicable rates.

Minimum wages of respective states or Delhi Govt. rate whichever is higher will be applicable. Statutory payment for compliance of Labour Laws in force like Bonus etc. will be payable by the NBT. (Exclusively for manpower deputed in NBT).

A copy of challan deposit of EPF and ESI of previous month alongwith copy of salary disbursement register & leave record in prescribed format should be submitted while issuing the current bill.

Any loss to the property of NBT by negligence & theft, by the employee of the contractor, will be recouped by the contractor in full.
TDS/TDS under GST will be deducted from the contractor as per extant rule of Government.



राष्ट्रीय पुस्तक न्यास, भारत
शिक्षा मंत्रालय, भारत सरकार
NATIONAL BOOK TRUST, INDIA
Ministry of Education, Government of India

**Nehru Bhawan, 5 Institutional Area, Phase-II,
Vasant Kunj, New Delhi – 110 070
Tel.: 011-26707700-756/873**

Website: www.nbtindia.gov.in, E-mail: ad.admn@nbtindia.gov.in

JOB SPECIFICATIONS AND SCOPE OF WORK: FOR PROVIDING FACILITY MANAGEMENT SERVICES TO NBT

A. AREA COVERAGE FOR FACILITY MANAGEMENTSERVICES

1. NBT, India Head office premises (all office blocks, Guest House premises, Sales Store, Residential Area) at Nehru Bhawan, 5, Institutional Area, Vasant Kunj, New Delhi-110070.
2. Maintenance of lawns of NBT.

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 a.m. Daily office timings 7am to 3.30pm including Saturdays.
2. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
3. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
4. Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the office building.
5. Clearing of any choking's in the drainages, main holes etc.
6. Removal of beehives and cobwebs/honey webs from the office building and its premises.
7. Cleaning and sweeping of open area including balconies and roof tops with brooms.
8. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by Mali and removal of garbage.
9. The bidder shall also be responsible for pest control in the office and shall

carry out sprays etc. minimum once in a month. The insecticides and pesticides should be effective enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at library and carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.

10. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to NBT.
11. Proper registers/Records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the NBT officer-in-charge at regular intervals and finally at the end of each month.
12. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth Facility Management services. No additional cost towards this will be borne by NBT.
13. Any other work assigned to the agency by NBT.
14. All employees of the agency shall be issued with identity cards bearing their photographs. Cost of identity cards and photographs for identity cards shall be borne by the agency himself. The agency shall have the identity card format approved from the Competent Authority of the Trust. The contractor shall issue name badges to all his employees which the employees shall be required to wear while on duty.
15. The agency shall be responsible for the conduct and behavior of his employees. If any employees of the agency are found misbehaving with the staff, the agency shall take suitable action against employees in case of such mishappening. If the Trust finds any person/personnel provided by the Agency not fit for duty, the Agency shall be liable to change him/her promptly and replace without any cost to Trust.

C. JOBS TO BE CARRIED OUT DAILY

- i) Cleaning of general toilets round the clock (from 8.00 a.m. to 3.30 p.m.) with phenol and detergent etc. and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be used at necessary places by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are

- to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
 - iv) Cleaning & moping of canteen and electrical rooms once in a day during office hours.
 - v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
 - vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
 - vii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
 - viii) Cleaning of chokage in sewer and pumping lines within premises as and when required. The sewer cleaning must be adhered with relevant laws in this respect. Any mishappening occurred in the sewer cleaning shall be responsibility of Contractor.**
 - ix) Cleaning gulley trap and manholes within Nehru Bhawan, Vasant Kunj New Delhi- 110070 as and when required.
 - x) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
 - xi) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
 - xii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
 - xiii) Cleaning of lift walls with silver/brass liquid cleaner.
 - xiv) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
 - xv) Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scanted purifiers hall be sprayed at least twice daily in all rooms, cabins, bathrooms, NBT reception area, conference halls, lifts lobby, lifts etc.
 - xvi) Maintenance of lawns & surroundings, cutting of hedges, cutting / shaping of plants by Mali and removal of garbage at NBT's residential flats at Nehru Bhawan, Vasant Kunj , New Delhi.

D JOBS TO BE CARRIED OUT WEEKLY

- i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.
- ii) Cleaning of brass letters by brasso (polish).

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer In charge shall be cleaned with floor scrubbing machine.

F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

- i) All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
- ii) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

G. Tentative requirement of Facility Management Staff:

S.N.	Post	Job Qualification	Strength	Duty
1.	Housekeeping Supervisor (skilled)	Graduate having certificate of Housekeeping works with a minimum 5 years experience in an organization of repute. Should have knowledge of all cleaning procedures, chemicals in an office with knowledge of English and Hindi.	01	08 hrs.
2.	Stationary keeper/ Help Desk (Skilled)	Graduate, qualified and experienced in maintaining records of inventories/ stores with knowledge of English and Hindi.	01	08 hrs.
3.	Housekeepers (Un skilled)	8 th Pass having certificate of Housekeeping works with a minimum 5 years experience in an organization of repute. Should have knowledge of all cleaning procedures, chemicals in an office with knowledge of Hindi.	15	08 hrs.
4.	Carpenter (Skilled)	12 th passed & ITI in Carpenter Trade with minimum 5years Experience in maintenance and repair of all type of office furniture and fittings etc. including Glass fitting in an organization of repute.	01	08 hrs.
5.	Electrician (Skilled)	Degree/Diploma/Certificate/ITI (Electrical) from a government recognized institute in having minimum 5 years experience in maintenance and operations of electrical equipments including DG sets, ACB/VCB/Transformers, LT Panels, UPS, Pumps and motors and Telephones etc. in a Ltd./Pvt. Ltd. reputed organization.	03	08 hrs.
6.	Plumber (skilled)	10 th passed with ITI (Plumber) &having minimum 5years experience in maintenance and operation of all plumbing items and good knowledge of various plumbing works in an organization of repute.	01	08 hrs.
7.	Gardner/ Mali (Semi Skilled)	10 th pass and having keen knowledge of Gardner/ Mali.	03	08 hrs.
8.	Attendant cum Cook for Guest House (Semi-Skilled)	12 th pass and having minimum 5 years experience of providing room services in a reputed Guest house/ Hotel/Organization.	03	08 hrs.
9.	Lift Operator (Skilled)	12 th Pass with Diploma/Certificate/ITI (Electronics) from a recognized institute with a minimum experience of 5 years in a reputed organization and Good knowledge of maintenance and operation of lifts (Kone) & Escalators (Otis).	02	08 hrs.
10.	DG Operator (skilled)	Diploma Engineer/Certificate/ITI (Mechanical/Electrical) with a minimum 5 years experience in maintenance and operation of DG sets (Cummins/1050KVA), ACB/VCB/ Transformers (Kirloskar) &Main LT panels in a reputed organization. Should have Diploma/Certificate from government recognized institute with knowledge of English and computer.	01	08 hrs.

14	Telephone Technician(Skilled)	10thPass with Diploma/Certificate/ Telephone repair technician Course Training.	01	08 hrs.
15	Receptionist (Skilled)	Bachelor degree, Training in the operation of PBX, Fluency in English and Hindi with Clear voice and pronunciation and pleasing personality.	01	08 hrs.
16	Helper (Semi-Skilled)	10 th pass and having minimum 5 years experience of helper in a reputed organization	04	08 hrs.
TOTAL			37	

Note:

1.NBT reserves the right to increase or decrease (up to NIL for any specific job) the above Facility Management staff strength.

2.Fixed wages will be paid for Facility Manager, Engineer (Electrical) & Engineer (Civil) and EPF, ESIC etc. are not applicable for them.

Duties of the attendant: to provide room service and for day to day upkeep and maintenance of Guest House.

The bidder shall, however, survey the area and make assessment of the manpower requirement. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to NBT.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

H. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related items as listed in Appendix-I would be provided by the NBT. The firm shall assess the quantity of consumables to be used in a month which need to be supplied by NBT and inform the officials in advance .Consumables shall be issued weekly by an official authorized by NBT in presence of the supervisor. Proper indent may be given in advance and a proper record to be maintained.

I. WASTE DISPOSALMANAGEMENT:

The bidder will ensure collection segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by MCD.

J. SCOPE OF HORTICULTURESERVICES:

- Maintenance of Lawns & Gardens.
- Watering the plants and flowerpots.
- Maintenance of Indoor plants.
- Cleaning of dust on plants
- Maintenance of decoration of Gardens &Lawns.
- Manuring of plants &lawns.

- Seeding of flowering plants.
- Beautification of Garden.
- Improvement of ambiance / greenery in the Institute premises.

The consumables will be provided by the Trust.

K. SCOPE OF TECHNICAL SERVICE:

i) Electrical work:

- Shift Electrician will be overall responsible for uninterrupted power supply to the Building.
- Will ensure proper functioning of Transformer, Substation, LT Panels, AMF Panels, all other accessories & pumps, motors blowers etc.
- Agency will carry out preventive maintenance and operation of complete internal electrical installation.
- The representative of agency will monitor and record electrical consumption in a logbook.
- Agency will maintain log books to record the day-to-day complaints and thereafter details of attending the complaints, electrical meter reading etc.
- Agency will maintain the status card of each equipment.
- Operation of UPS, DG set and maintaining the log book regarding details of hours of running of the set, fuel consumption/ filled in, periodical maintenance done by AMC agency etc.
- Operation of AC equipments and lifts and maintaining the log book regarding details of periodical maintenance done by AMC agencies. Cleaning of water discharge coming out of ACs.

ii) Plumbing work:

- To attend to day to day plumbing requirements.
- To attend to the complaints pertaining to operation of pumps, motors, sewerage line, water tank (both underground and overhead) & wash rooms related job.

L. SHIFT SUPERVISOR:

Above mentioned scope of work are to be carried out in three shifts i.e. morning, general and night shift as per Trust's requirement. For coordination and supervision of all activities, at least one supervisor is to be deployed as per requirement. The supervisor must be an experienced and qualified person who will be overall responsible for smooth functioning of all facilities. He will also be responsible for discipline of entire staff of the agency for all the activities.



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**TERMS AND CONDITIONS SPECIFIC TO THE CONTRACT FOR
PROVIDIN FACILITY MANAGEMENT SERVICES AT NATIONAL BOOK TRUST. INDIA**

1. The personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation Act, etc. The list of staff going to be deployed shall be made available to the NBT and if any change is required on part of the NBT fresh list of staff shall be made available by the agency after each and every change. The agency to employ adult and skilled/trained labour only.
2. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for jobs. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the NBT and to the Labour Department.
3. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. Giving particulars of the workers engaged for NBT jobs is required to be submitted to NBT. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time NBT is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract with RPFC, with an advice to RPFC, duly furnishing particulars of personnel engaged for NBT.
4. **The antecedents of the staff deployed shall be got verified by the contractor from local police authority within 30days of getting the Contract/ Work order and an undertaking in this regard to be submitted to the NBT and NBT shall ensure that the contractor complies with the provisions.**
5. **It is mandatory for the Service Provider to issue monthly salary slip to every Facility Management/ Housekeeping employees disclosing gross payment, deduction of EPF/ESIC etc. and net Payment.**
6. **Payment to the service provider would be strictly on satisfactory certification by the officer concerned.**
7. **Any payment i.e. salary, advances etc. to the Security Personnel shall be through account payee cheque, online mode only. Cash payment to any Security Personnel is not allowed.**
8. The Contractor will maintain a register on which day to day deployment of personnel

will be entered. This will be countersigned by the authorized official of NBT. They will have to register their attendance on the bio-metric machine installed at the reception both on entry and exit. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. In case in any day of the month number of persons actually deployed found to be less than the one quoted by the Contractor, the amount equivalent to his wages as per basic minimum wage would be deducted from his bill. All the persons deployed will be required to provide their Aadhar numbers for identification and bio metric attendance.

9. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
10. Adequate supervision will be provided to ensure correct performance of the said Facility Management services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
11. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with NBT.
12. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the NBT and shall not knowingly lend to any person or company any of the effects of the NBT under its control.
13. The staff shall not accept any gratitude or reward in any shape.
14. Under the terms of their employment agreement with the Contractor the staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.
15. That in the event of any loss occasioned to NBT, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the NBT, the said loss can be claimed from the contractor up to the value of the loss. The decision of the Head of the NBT will be final and binding on the agency.
16. The contractor must be able to provide facility management services/ execute housekeeping services for NBT during events in Delhi/ NCR including New Delhi World Book Fair.
17. The contractor shall do and perform all such Facility Management services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the NBT may issue from time to time and which have been mutually agreed upon between the two parties.
18. The NBT shall have the right, within reason, to have any person removed that is considered to be undesirable or otherwise and similarly Contractor reserves the right to change the staff with prior intimation to the NBT.
19. The contractor shall be responsible to maintain all property and equipment of the NBT entrusted to it.

20. The contractor will not be held responsible for the damages/sabotage caused to the property of the NBT due to the riots/mobs attack/armed dacoit activities or any other event of force majeure.
21. The contractor will deploy supervisors as per the need given by the NBT. The supervisor shall be required to work as per the instructions of NBT. The mobile number of the supervisor and other staff should be made available to the Trust.
22. **The personnel engaged by the contractor shall be dressed in neat and clean uniform (including proper name badges), failing which invites a penalty of Rs.500/- each occasions and habitual offenders in this regard shall be removed from the NBT. The penalty on this account shall be deducted from the Contractor's bills. The design/ colour of the uniform is to be decided in consultation with NBT.**
23. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/guest/visitors and should project an image of utmost discipline. NBT shall have right to have any person moved in case of staff complaints or as decided by representative of NBT if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
24. The personnel will have to report to NBT's office at least 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions, and to complete all other required formalities as approved by NBT.
25. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for NBT.
26. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel provided by the contractor and based on the documentary proof jointly signed by the representative of the NBT and the contractor/his representative/personnel authorized by him stating that all the work agreed to by the contractor for daily weekly and monthly task as per specification of work detailed in the scope of work. In case any deficiency is found, relevant payment would be deducted from the payment for the month.
27. Any damage or loss caused by contractor's persons to NBT in whatever form would be recovered from the contractor.
28. **In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the NBT system immediately.**
29. The contractor shall ensure that his personnel shall not at any time, without the consent of the NBT in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the NBT and shall not disclose any information about the affairs of NBT. This clause does not apply to the information, which becomes public knowledge.

30. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
- 31. Bidder shall ensure that the insurance against any casualty with outsourced employees has taken and the cost of the insurance shall be bear by the contractor only. In case of any tragedy or casualty with the outsourced employee, the bidder/ vender shall be responsible to pay the claim, if any of nominee of the outsourced employee.**
- 32. The contractor shall deploy his personnel only after obtaining NBT approval duly submitting curriculum vitae (CV) of these personnel, NBT shall be informed at least one week in advance and contractor shall be required to obtain the NBT's approval for all such changes along with their CVs.**
33. The contractor shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
34. The contract period is 12 months from the date of the commencement of the service. On Satisfactory performance and mutual consent job can be extended for two more years on the same terms & conditions.
35. During the course of contract, if any contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the NBT shall be entitled to terminate the contract forth with duly forfeiting the contractor's Performance Guarantee.
36. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities. If any money shall , as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the NBT, such money shall be deemed to be payable by the contractor to the NBT within seven days. NBT shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.
37. The contractor shall not engage any such sub contractor or transfer the contract to any other person in any manner.
- 38. The contractor shall indemnify and hold NBT harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor. A separate indemnity bond on Rs.100/- judiciary stamp certification from Notary has to be provided.**
- 39. The contracting agency shall not employ any person below the age of 18 yrs. and above the age of 55 yrs. Manpower so engaged shall be trained for providing Facility Management services and before joining.**
40. For smooth functioning, the contractor has to retain the services of the existing manpower already deputed at National Book Trust, India.

41. The staff engaged by the contractor shall not take part in any staff union and association activities.
- 42. The service provider shall make payment to all concerned on or before 7th of every month. The service provider shall submit the bill in respect of a particular month in the first week of the following month.**
- 43. The service provider should be in position to bear the expenses of salary of facility management personnel for at least two month in case of payment not processed/ released by NBT due to unavoidable circumstances.**
- 44. Payment to the service provider would be strictly on satisfactory certification by the officer concerned.**
45. NBT shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. NBT does not recognize any employee employer relationship with any of the workers of the contractor.
46. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the contract, it shall be recovered by the NBT from the agency.
47. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by NBT.
48. The contractor will have to attach with the current bill the proof of depositing employee's contribution towards PF/ESI etc. of each employee of the previous month.
49. The contractor shall disburse the wages to its staff deployed in NBT every month through ECS or by Cheque in the presence of representative of NBT.
- 50. To avoid delay in payment to facility management staff, contractor should submit the payment file in the first week of the following month to enable release of payment in the third week of the following month.**
- 51. As per labour law, Services of facility management staff may be taken for maximum 12 hours in a day (8 hrs. are working hours and 4 hours as OTA). Any facility management staff cannot be allowed to work more than 12 hours in a day without prior approval of the Competent Authority.**
52. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
- 53. No Registration Fee/ Commission from any person shall be charged by the contractor for offering job in NBT, India. All these Registration Fee/ Commission shall be inclusive in the Service Charges to be offered by the Contractor in the Financial Bid.**
- 54. If the Contractor found to irregularities of the above points, shall be liable for legal action including blacklisting.**
- 55. MSME Act:** All the provisions of the MSME Act shall be applied for this Bidding.

56. **Service Charge amount should not be less than TDS amount as per applicable rates.**

57. Service charges compulsorily be quoted and uploaded as per the Proforma of Price Bid/BOQ.

58. Deployment of any Facility Management staff at NBT may be terminated at any time giving 24 hours' notice without assigning any reason there of as decision of the Competent Authority of NBT.

59. In case of Resignation of particular employee shall be required to give an advance notice of 30 days, failing which 15 days salary would be recovered. No leave of any kind will be given during the notice period.

60. The Facility Management Agency shall ensure that the personnel deployed are medically fit. A certificate of their medical fitness is to be provided when called for or at the time of joining.

61. **Other Terms & Conditions**

- a. NBT reserves the right to increase or decrease the Facility Management staff strength.
- b. Minimum wages: Subject to revision as notified by the Government from time to time.**
- c. EPF, ESIC & GST will be paid as per applicable rates.**
- d. Minimum wages of respective states or Delhi Govt. rate whichever is higher will be applicable. Statutory payment for compliance of Labour Laws in force like Bonus etc. will be payable by the NBT.**
- e. A copy of challen deposit of EPF and ESI of previous month alongwith copy of salary disbursement register & leave record in prescribed format should be submitted while issuing the current bill.
- f. Any loss to the property of NBT by negligence & theft, by the employee of the contractor, will be recouped by the contractor in full.
- g. TDS/TDS under GST will be deducted from the contractor as per extant rule of Government.



राष्ट्रीय पुस्तक न्यास, भारत
शिक्षा मंत्रालय, भारत सरकार
NATIONAL BOOK TRUST, INDIA
Ministry of Education, Government of India
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Vasant Kunj, New Delhi - 110070
Phone No.: 011-26707747/26707798
Website: www.nbtindia.gov.in, Email: ad.estb@nbtindia.gov.in

Technical Bid

Sub: **Public Sector Undertakings and Autonomous Bodies of the Central or State Government must upload the following essential technical documents along with their Bid Application through the CPP Portal:**

For providing Need-Based Manpower Services at NBT HQ and its Regional Offices/BPCs and Providing Facility Management Services at NBT

S.No	Item	Essential Requirement
1.	a) Attested copy of EPF registration. b) Attested copy of ESI registration “Affidavit to be provided for no case of compliance is pending”.	Essential
2.	Attested copy of GST Registration and GST return (GSTR-3B and GSTR-1) of the current Financial year ending March 2026 Certified copies of Income Tax Return for the last three years: 2022-23, 2023-24 & 2024-25.	Essential
3.	EMD @2% Earnest money details: Rs.42,00,000/- (Through NEFT/RTGS) UTR No..... dated	Essential

4.	Attested copy of PAN Card	Essential																
5.	The Firm should have valid ISO certificate.	Essential																
6.	Annual Turnover for the last 3 financial year: (Should be minimum of Rs.5 Crore As per Profit & Loss Account in each year)	Essential																
7.	Certified copies of Balance Sheet and Profit & Loss Account with Annexure etc. for the financial year 2022-23, 2023-24 & 2024-25 enclosed.	Essential																
8.	<p>Eligibility (Experience) Minimum Experience: The firm must have at least 3 years of experience providing similar services to Central/State Government, PSUs, Autonomous bodies, or National Level Professional Bodies in India.</p> <p>Exclusion: Experience with private organizations will not be considered for this qualification.</p> <p>Relevant Period: The qualifying experience must be within the last three financial years: 2022-23, 2023-24, and 2024-25.</p> <p>2. Quantitative Requirements</p> <p>The firm must satisfy any one of the following three options for each of the specified financial years:</p> <table border="1"> <thead> <tr> <th>Criteria</th> <th>Case 1</th> <th>Case 2</th> <th>Case 3</th> </tr> </thead> <tbody> <tr> <td>Number of Orders</td> <td>3 Completed Orders</td> <td>2 Completed Orders</td> <td>1 Completed Order</td> </tr> <tr> <td>Manpower Count</td> <td>150 at a single location</td> <td>200 across two locations</td> <td>500 at a single location</td> </tr> <tr> <td>Annual Value</td> <td>Min. ₹11.00 Crore</td> <td>Min. ₹15.00 Crore</td> <td>Min. ₹18.00 Crore</td> </tr> </tbody> </table> <p>3. Mandatory Documentation</p> <p>To prove your eligibility, you must attach the following:</p> <ul style="list-style-type: none"> • Work Order Copies: Clear copies of the official work orders . • Detailed Breakdown: Documents must specify the category of manpower (e.g., skilled, unskilled), the quantity supplied, and the total contract value. • Chronological Statement: A list of projects presented in date order (from oldest to newest). 	Criteria	Case 1	Case 2	Case 3	Number of Orders	3 Completed Orders	2 Completed Orders	1 Completed Order	Manpower Count	150 at a single location	200 across two locations	500 at a single location	Annual Value	Min. ₹11.00 Crore	Min. ₹15.00 Crore	Min. ₹18.00 Crore	Essential
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Annual Value	Min. ₹11.00 Crore	Min. ₹15.00 Crore	Min. ₹18.00 Crore															
9.	Integrity pact undertaking on firm/Company Letter Head as per Annexure-I	Essential																

10.	Affidavit on Rs.100/- Stamp Paper to the effect that the Firm/Company has not blacklisted/ debarred by any Government Department nor has it any civil or criminal case pending against any court of law in the Country. (Affidavit to be submitted physically in original).	
11.	The contractor /Agency shall indemnify and hold NBT harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor. A separate indemnity bond on Rs.100/- judiciary stamp certification from Notary has to be provided.	Essential
12.	Acceptance letter for tender terms and conditions. (To be given on firm/Company Letter head)	Essential
13.	Specimen, Signature, Name, Address, Contact No., Designation/Capacity of the person signing the Tender documents on letter head of the Firm.	Essential

Signature of the authorized
Signatory.....
Name.....
Designation.....
Seal:.....

Date:.....
Place.....

Undertaking

1. I/We undertake that I/we have carefully studied all the terms and conditions and understand the parameters of the proposed work of the NBT and shall abide by them.
2. I/We further undertake that the information given in this tender are true and correct in all respects and I/we hold the responsibility for the same.
3. I/We hereby accept all the terms and conditions of the Tender as contained in Annexure- I of the Tender Document.

(Signature of the tenderer with stamp of the firm)

Date Place

**UNDERTAKING
(to be submitted by the Bidder)**

Date:

To,
The Director
National Book Trust, India
Nehru Bhawan, 5, Institutional Area,
Phase-II, Vasant Kunj,
New Delhi-110070

Sub: Submission of Tender for providing need based manpower to National Book Trust, India in its premises at HQ Office, New Delhi, Regional Offices at Pune /Kolkata/Bengaluru and Book Promotion Center at Agartala, Guwahati, Cuttack, Chennai, Hyderabad, Kochi, Patna, North-East, Bhopal, Varanasi, Lucknow and Dehradun etc. Providing Facility Management Services to NBT

Ref: Tender No. & Date _____

Sir,

I/We (The Bidder/Contractor) confirm acceptance and compliance with the Integrity Pact in letter and spirit.

I/We (The Bidder/Contractor) confirm that the Integrity Pact is signed without any variation (or) modification.

I/We (The Bidder/Contractor) agree that the Integrity Pact is deemed as part of NIT/Contract and we are bound by its provisions for the entire Pact duration as per Section 9 of the enclosed Integrity Pact format.

I/We declare that I/We not paid and shall not pay any bribe to any officer of NBT for awarding this contract at any stage during its execution or at the time of payment of bills and further if any officer of NBT asks for bribe/gratification, I/We shall immediately reply it to the Director, NBT.

In case, if we (The Bidder/Contractor) fails to honour the above conditions, NBT shall have absolute right to take action as per Section 3 of the Integrity Pact format.

Yours faithfully,

(BIDDER)

Signature with stamp & full Address

Annexure

Financial Bid

Sub: Inviting Bids for providing Need-Based Manpower Services at NBT HQ and its Regional Offices/BPCs and Providing Facility Management Services to NBT – Restricted to PSUs and Autonomous Bodies.

S. No.	Name of the Category	Service Charge % (Inclusive of cost of Fidelity Guarantee Insurance Bond & Indemnity Bond, etc.)
1.	For the posts mentioned at Page No.4 to 15, Sl. No. 1 to 44 engaged manpower staff on Fixed Remuneration Basis. (For providing of Manpower Services)	_____ % (In words: _____)
2.	For the posts mentioned at Page No. 15 & 16, Sl. No. 45 to 54 engaged manpower staff under Minimum Wages Act. For Providing of manpower Services	_____ % (In words: _____)
3.	For the posts mentioned at Page No. 31 & 32, Sl. No. 1 to 16 engaged manpower staff under Minimum Wages Act. For Providing Facility Management services to NBT	_____ % (In words: _____)

Signature of the Authorized Signatory: _____

Name: _____

Designation: _____

Seal of the Organization: _____

Date: _____

Place

